

CHAPTER 1

INTRODUCTION

1.1 Background of the Apprenticeship

In the era of globalization, the development of trade is so large and growing rapidly growing. Every company is required to prepare professionals in every field needed. One of the things that must be prepared to prepare for the need for professional staff is to develop the potential of students because students are the next generation of the nation who will lead and advance the Indonesian nation into a developed and better nation. Therefore, to improve our abilities and insights in the field of business administration in particular and the application of compulsory college requirements as well as to increase our experience in the real world of work, what and how to participate in the apprenticeship program in a company related to the field of study are studied on the bench during lectures.

Apprenticeship is a program for students to have work experience in an institution in accordance with the background of the department. This program is a combination of class learning and Apprenticeship to help students get recognized skills and qualifications. Skills and qualifications are provided for various careers with various levels. Apprenticeship included beginner level, supervisor level, and level of manager. Each level of Apprenticeship is trained by professionals and the time needed depends on the skills and abilities of Apprenticeship participants.

State Polytechnic of Bengkalis was established in 2000. Since 2000 until now the State Polytechnic of Bengkalis has 8 (eight) departments with 21 (twenty-one) study programs. State Polytechnic of Bengkalis is the only State Polytechnic in Riau Province. The State Polytechnic of Bengkalis has a Diploma II, Diploma III, and, Diploma IV program. State Polytechnic of Bengkalis is a vocational campus that educates its students to create a competent spirit in various fields. State

Polytechnic of Bengkalis implements Apprenticeship program that is required to be followed by all final semester students.

International Business Administration is one of the study programs in the Department of Business Administration. Most of the International Business Administration Study Program is ready to have competence. In this program, specifically for 8th (eight) semesters of International Business Administration students, Apprenticeship activities are carried out for approximately 4 (four) months, by choosing their own place and location for Apprenticeship. However, before choosing a place to do this program, the apprenticeship coordinator provides several options or choices of Apprenticeship places to students who will carry out Apprenticeship.

Most of the International Business Administration Study Program is ready to have competence. First, the students of the International Business Administration Study Program must be able to communicate using English (oral and written). Second, able to manage, operate, and save office documents and equipment. Finally, understand export and import documents. The apprenticeship program helps students to apply and meet competence. Then, from these several options, the Author is interested in carrying out Apprenticeship in the management, marketing, and financial sector, namely at *PT. Pegadaian* Area Pekanbaru - Pekanbaru City Branch.

PT. Pegadaian is a subsidiary of *Bank Rakyat Indonesia* which is engaged in three business lines, namely financing, gold, and various services. *PT. Pegadaian* headquartered on Jl. Kramat Raya 162 Central Jakarta, Postal Code 10430, Indonesia. *PT Pegadaian* was founded on April 1st, 1901 in Sukabumi, West Java. In 1905, *Pegadaian* took the form of an official body "*Jawatan*", but based on Government Regulation (PP) No. 73 of 2021, the form of legal entity changed from "*Persero*" to "Limited Liability Company" on September 23rd, 2021.

By participating in the apprenticeship program (KP), it is hoped that they will be able to develop their own potential and have skills, expertise, additional insight and knowledge as well as high work discipline so that they become a skilled workforce. In addition, it is also accompanied by an increase in professionalism in

the form of solutions that occur in problems that will be faced later in the world of work. The Author chose *PT Pegadaian* Area Pekanbaru because the systems and procedures implemented by *PT Pegadaian* Area Pekanbaru are relevant to the material the writer obtained in the International Business Administration Study Program. *PT Pegadaian* Area Pekanbaru is also one of the BUMNs that supports the regional economy and also supports community resources in Riau. The work system that is run is also the same as banking in accordance with the material that the Author has obtained. Trade materials can also be applied when undergoing Apprenticeship. In addition, the Author also has aspirations to work in the office sector. By carrying out this internship, the Authors hope to add knowledge and skills in the office world so that it will make it easier for writers to apply for jobs in the office sector.

Based on the explanation above, the Author has completed apprenticeship report on the work system of the operational management section at *PT. Pegadaian* Area Pekanbaru - Pekanbaru City Branch.

1.2 Purposes of the Apprenticeship

The apprenticeship activities of State Polytechnic of Bengkalis students, especially the Diploma IV International Business Administration study program have the following objectives:

1.2.1 General Purpose of Apprenticeship

The general purpose to be of Apprenticeship is to introduce and prepare students for the world of work.

1.2.2 Specific Purpose of Apprenticeship

The specific objectives that are expected to be achieved in Internship activities are as follows:

1. To know the job description and product of the field of work being handled at the *PT. Pegadaian* Area Pekanbaru.- Pekanbaru City Branch.
2. To know document used in the work process at the *PT. Pegadaian* Area Pekanbaru.- Pekanbaru City Branch.

3. To know the system and procedures for Apprenticeship used in carrying out work at the *PT. Pegadaian* Area Pekanbaru.- Pekanbaru City Branch.
4. To know the obstacles faced in completing the work at the *PT. Pegadaian* Area Pekanbaru.- Pekanbaru City Branch.

1.3 Significances of the Apprenticeship

The benefits expected from the implementation of the apprenticeship are as follows:

1. As one of the requirements that must be met to complete vocational education at the State Polytechnic of Bengkalis, especially the Diploma IV International Business Administration Study Program.
2. Students have the opportunity to apply theoretical knowledge/concepts in the real world of work.
3. Students gain practical experience in applying theoretical/concept knowledge according to their study program.
4. Students have the opportunity to analyze problems related to science applied in their work according to their study program.